

## Amendment 123

### To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System

This Amendment 123 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 25<sup>th</sup> day of March, 2011, by and between ERG Transit Systems (USA) Inc, a California corporation and wholly owned subsidiary of ERG Limited, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

#### Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate ERG for the work necessary to modify the system to allow King County Metro's (KCM) Business Account client, the University of Washington (UW), to manage its card groups by performing XML file upload validation and processing and to produce a new Crystal report that lists UW Card Group Movement Actionlists which have expired or are about to expire. This work is performed per RFI RFCS-523 *Card Group Management Documentation v19*.

- C. The parties agree that the work necessary to perform the defined tasks will be compensated as described below.

### **Agreement**

#### **Section 1.0 Description of Work**

- 1.0 The Contractor will perform the work necessary to modify the system to allow King County Metro's (KCM) Business Account client, the University of Washington (UW), to manage its card groups by performing XML file upload validation and processing per the following:
- 1.1 **XML File Validation will be performed as follows:**
- (a) Modify the system so that when a card group file is uploaded, it will be immediately validated to ensure it is in the correct XML format. If the file fails this validation, it will be immediately rejected:
    - i. If the file is not an XML file, the message will read *"The Card Group file you specified is invalid."*
    - ii. If the file is invalid, the message will read *"Invalid XML contained within the Card Details file."*
  - (b) Validate the file content as part of the Work Order Manager process. This process will validate each card in the file.
- 1.2 **XML File Processing will be performed as follows:**
- (a) Continue processing the file during the content validation. Processing will occur as a background process following submission of the file via the Business Account Website.
  - (b) If a card fails validation, the file will not be rejected, and the other cards in the file will be processed.
  - (c) Automatically generate an email within one hour (60 minutes) of a file validation failure, and send to the Primary Contact (Business Account Contact 1) for the agreement. The email will include the uploaded file name and an error message. The email will not contain a hyperlink to the affected file or the affected card serial numbers. There will be a single email generated for each file upload that fails validation.
  - (d) Reflect successful card group movements online, following completion of the next Work Order Manager cycle (i.e. 60 minutes at the time this Amendment is executed).

- (e) Allow for card products to be ordered at any time. When a product order is created for a Card Group, the product is assigned to the cards in the group when the order is created. Therefore, it is possible that when an order is approved, the cards in the group may have changed. This is an example of a card validation exception as described in Section 1.3 (a) iii below "Completed with Exceptions".
- (f) Upload multiple files in the same period and process in sequence. Card movement will be reflected online.
- (g) Compare Actionlists with other Actionlists created for the same card. This process is known as rationalization and ensures that only the latest card movement is applied.
- (h) Generate an Actionlist as part of every CD distribution. Any files uploaded successfully within one hour (60 minutes) of CD generation, will be included in that generation.

### 1.3 Card Group Movement Files Status

- (a) Create a new web page to show the status of uploaded files. The page will be accessible through the Import option under the Create/Maintain Card Groups function. The page will list all files uploaded in the required time period and will display the following:
  - i. Date/time of the upload
  - ii. Filename (up to 50 characters)
  - iii. Upload status
  - iv. Hyperlink to details of the validation failure
- (b) List files in date/time order with the most recent first. Files older than the required time period will not be displayed or accessible. Files will be retained and displayed for a period of three (3) months. If there are more files present than can be displayed on the page, then multiple pages will be used. The user will have the ability to sort the file list on date/time and file status.
- (c) Define File Status as Pending, Completed or Completed with Exceptions.
  - i. **Pending:** This file has passed XML format validation, but the cards in the file have not yet been validated. A file will be in this for up to 30 minutes.
  - ii. **Completed:** This file has been validated for XML format, and the cards in the file have also passed validation. Actionlist entries will be generated at the next CD generation.
  - iii. **Completed with Exceptions:** This file has passed XML validation, and the cards in the file have been validated. Action list entries will be generated for

cards that passed validation at the next CD generation. For cards that have failed validation, a hyperlink is displayed and the user can view the details of the exceptions. Clicking on the hyperlink will display a list of all cards in the file that had exceptions, along with the details of the exception. The user can decide what action to take (i.e. correct and resubmit, process cards manually, or do nothing).

- (d) Rationalize card group movement (via file upload and manual) to ensure that multiple actions are not created for the same cards in the same distribution. For example, if a card is moved between multiple groups or if multiple files are uploaded for the same card between CD generation cycles then the system will only generate actions for the latest card movement.

1.4 The Contractor will update all affected system documentation:

- (a) Institutional Programs/Business Account Website
- (b) SEA-00029 Common Institutional Program Requirements
- (b) SEA-01654 ORCA Business Account Website Functional Specification
- (c) SEA-00366 RFCS Business Account Website Operations Manual
- (d) SEA-01868 Business Account Website Operations – Instructor Guide
- (e) SEA-01870 Business Account Website Operations – Quick Reference
- (f) SEA-01867 Business Account Website Operations – Presentation
- (g) SEA-01869 Business Account Website Operations – Student Workbook

1.5 The Contractor will perform the work to create a new Crystal report that lists UW Card Group Movement Actionlists which have expired or are due to expire. The report will include a parameter on Actionlist Expiration Date in which the business account user can enter either a future date (due to expire) or a past date (expired).

- (a) Create a standard Crystal report that will be available from the online reporting website, which is accessible from the Business Account Website. This report will be visible to Business Account users in the Institutions folder and the Lead Agent users in the Institutional folder. The report will be available on demand for UW (only) and Lead Agents.
- (b) Auto generate and email the report weekly to the UW Primary Business Account Contact. The auto generated report will contain data for all Actionlist items to expire within the next 15 days from the date the report is generated.
- (c) Add the new report specification (included in RFI RFCS 523 as SEA-06743 RFCS RFI 523.3 Report Mock-up) to SEA-00833 RFCS Reporting requirements (DR 111) upon approval.

- (d) Add the auto generating parameters and schedule to SEA-06063 Auto Generating Report Configuration upon approval.
- (e) Create a new Lead Agent folder within the online reporting system's "Auto Generating Reports" folder structure that will contain the auto generated report instances for reference. These instances will only be accessible to Lead Agents. All standard archiving rules for auto generating reports will apply.
- (f) Provide for an error message email notification to the UW Primary Business Account Contact if the report auto generation should fail.

1.6 The Contractor will update all affected system documentation:

- (a) SEA-00833 RFCS Reporting Requirements (DR 111)
- (b) SEA-02513 Data View Design
- (c) SEA-02938 CE Report Hierarchy-Folder Structure
- (d) SEA-04547 Crystal Enterprise Reporting Configuration
- (e) SEA-06063 Auto Generating Report Configuration

1.7 The Contractor will complete the work to produce the new Crystal report that lists UW Card Group Movement Actionlists which have expired or are due to expire (per Tasks 1.5 and 1.6) in the RFCS Maintenance Release 15.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

## **Section 2.0 Compensation Changes**

Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

## VI. IMPLEMENTATION

### SPECIAL PROGRAMS

#### LUMP SUM COST

Amendment No. 123

Perform the work to:	
<b>Tasks 1.1 – 1.4:</b> Modify the system to allow KCM's Business Account, the UW, to manage its card groups by performing XML file upload validation and processing, and	\$40,432
<b>Tasks 1.5 – 1.7:</b> Produce a new Crystal report that lists UW Card Group Movement Actionlists which have expired or are about to expire.	\$7,817
<b>TOTAL</b>	<b>\$48,249</b>

### Section 3.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment One Hundred and Twenty-three shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

**ERG Transit Systems (USA) Inc.**

**The Agencies**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_


By: \_\_\_\_\_

Their: Carlyce Carlson

On behalf of the Agencies

Date: March 25, 2011

Signed by ERG Transit Systems (USA) Inc by its attorney Elaine Aulgur pursuant to Power of Attorney dated 18 June 2010:

  
Elaine Aulgur

24-Mar-11  
Date

In the presence of:

  
Witness Signature

24-MAR-11  
Date

Witness name: PATTY HAZARD